CORE Systems – Emergency Production Changes

Purpose:

The purpose of this document is to describe the steps that are taken to implement emergency production changes into the MMIS.

Identification of Roles:

System Analyst – Logs issues for review

Business Analyst – Logs issues for review and ensure that approvals and documentation is attached to each issue

Lead Technical Analyst – Logs issues for review

Performance Standards:

Notify Iowa Department of Human Services (DHS) of system problems identified by the contractor within twenty-four (24) hours of identification of the problem.

Provide monthly reports of programmer hours by the fifth (5th) calendar day of the month for activity completed in the previous month.

Path of Business Procedure:

Step 1: Issue is logged

a) Review is conducted to determine if the issue is new or related to an already open issue or CMR.
b) Determination is made if the issue requires an emergency migration or not.

Step 2: Issue is assigned to a programmer

a) The programmer researches the issue and determines what changes are necessary.

Step 3: Coding changes are made in MMIS test.

Step 4: Coding changes are tested to ensure the desired results are achieved.

a) Testing documentation is attached to the issue.

Step 5: The Technical Team Lead will review the changes that were made.

a) The changes are either approved by the Technical Team Lead for migration or sent back to the programmer for additional testing.

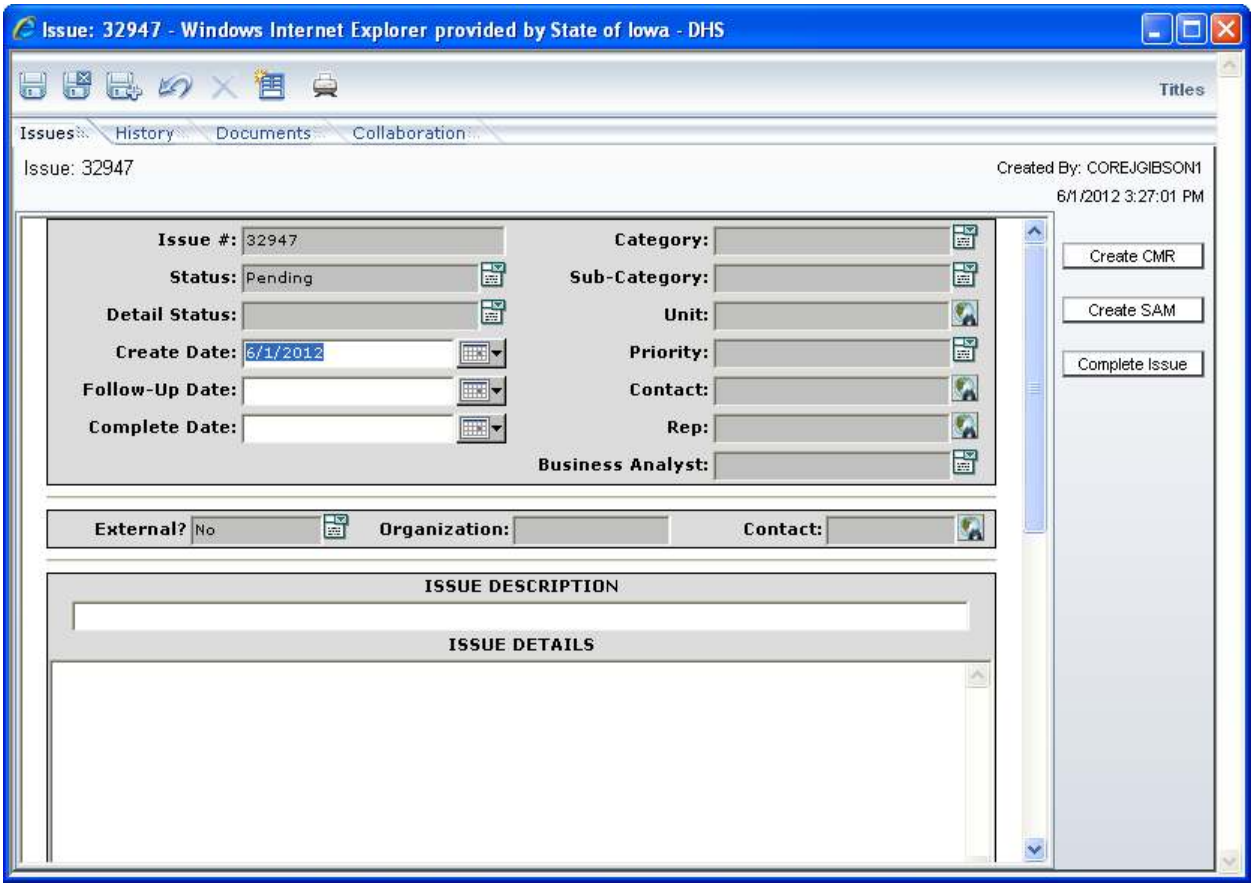
Step 6: The approved change(s) are migrated into MMIS production.

a) Changes are labeled in MMIS production as a production fix under the issue number that was assigned.

b) The fixes, which begin with a “P” or an “I”, are listed in the CMR Number column of the Migration e-mail sent to the “IME Migration Support” group e-mail address before the start of the daily cycle. The Core Unit Account and Systems Manager are part of this group mailing.

Forms/Reports:

Issue Form



RFP References:

5.1.5.3.1, 5.1.5.3.4, 5.1.5.3.5

Interfaces:

MMIS
OnBase-Workview

Attachments:

None